Agency:_____ Date of Visit: _____

Contact Person: _____ Agency Phone Number: _____

Questions To Discuss With The Adult Service Agency

- What are your *hours of operation*?
- What types *of supported employment programs* are provided?
- Will *services be financially covered* by insurance, government funding, etc.?
- What will be my *out-of-pocket expense?*
- Are your *staff members licensed*, certified, or credentialed for the work they do?
- Do you have families who I can call to *discuss their experiences* with your organization?
- What is the *staff to consumer* ratio?

- What *services* do you offer?
- When do *services start*? How do *families get feedback* and how often?
- How long do *services last*?
- Are the services *individualized*?
- Do you provide *accessible transportation*? Is there a *fee*?
- Is assistance available for *toileting, feeding, medicating*?

- How and how often does *staff communicate* with the family?
- Are families involved in planning services?
- How will the *family's confidentiality* be protected?

Notes